



Iowa WIOA Value Stream Mapping Event

One Team One Dream

March 2 – 6, 2015

The Opportunity

Beth Townsend, Director, IWD

Doug Hoelscher, Director, State-Federal Relations

One Team One Dream

Page Eastin



**Todd Spencer –IWD, Alex Harris-DOE, Lee Ann Russo-IVRS,
Angie Madison-DHS, Page Eastin-DHR, Rita Grimm-IEDA,
Jeff Chamberlin- DMACC, Wendy Mihm-Herald-NICC,
Norene Mostoff –HCICS/VNSI, Pam Fitzsimmons – Pella Corp.,
Jeff Terrell – DHS, Judy Lundy – DHS, Marcia Tope-DOM**



Scope

Rita Grimm

This group will examine the global view of the Core WIOA and integrated mandatory employment and training agencies/programs in Iowa to identify what they are and how they interact in order to identify the opportunities for better alignment with best practices for employment services to lowans and undergo a value-stream mapping. The group will keep a focus on providing quality employment and training for lowans that is better aligned to the WIOA legislation, as seamless as possible for shared customers, and is more outcomes oriented (rewarding careers and a good quality of life).



Objectives

Angie Madison

- Improve identification and understanding of required WIOA players, programs, resources and policies, including understanding of the flow of documents/information.
- Identify duplication and/or gaps in required activities based on WIOA legislation.
- Identify current activities performed that are not required by legislation.



Objectives

Angie Madison

- Clarify and identify legislative requirements, and identify requirements currently being met and those needing action.
- Make prioritized recommendations:
 - to the Unified Planning Working Group about aligning services to meet WIOA requirements and measures and driving various stakeholders toward the unified plan and vision;
 - to the Data and Performance Working Group to help identify key performance strategies, identify key outcome measurements, align measurements, better collect and share data amongst relevant stakeholders; data collection process including tool and cost;



Objectives

Angie Madison

- Make prioritized recommendations:
 - to the Unified Planning Working Group and to the Career Pathways and Independent Living on improvement actions/opportunities for a more integrated service model that is easier to access and navigate for shared customers;
- Coordinate with the program identification/programmatic mapping work of the NGA Talent Pipeline team work.



Goals

Pam Fitzsimmons

1. A matrix to identify required activities and cross match with activities and complete gap analysis.
2. Recommendations to other relevant working groups to:
 - a) Identify the key elements or information to be included in a unified state plan;
 - b) Develop a parking lot of potential future lean work to improve customer service experience and drive further integration.
3. Develop a timeline to identify next steps, if necessary
4. Document WIOA related performance goals/benchmarks by agency and inform the work of Data and Performance Working Group



Why Map the Value Stream?

Jeff Chamberlin

- Value Stream Mapping is a method that assists a team in seeing and understanding the flow of both documents and information
- It delivers breakthrough opportunities across system processes that otherwise are difficult to see
- It helps you not only see waste and gaps, but more importantly the source of the waste

Alex Harris



What did we see?

Lee Ann Russo

- Many options for customers
- Many programs currently collaborating
- An employment and training system that is complex
- Many programs, many different regulations
- Duplication of assessments
- System and desired outcomes are misaligned
- Staff training on available resources to ensure informed choice for the customer
- Customer referred to many agencies/services
- Services not consistent from one service area to another
- Lack of data sharing



Brainstorming

Todd Spencer



**OPPORTUNITY
CLOUD**

- Identify opportunities for improvement
- Ex. Data sharing across all agencies



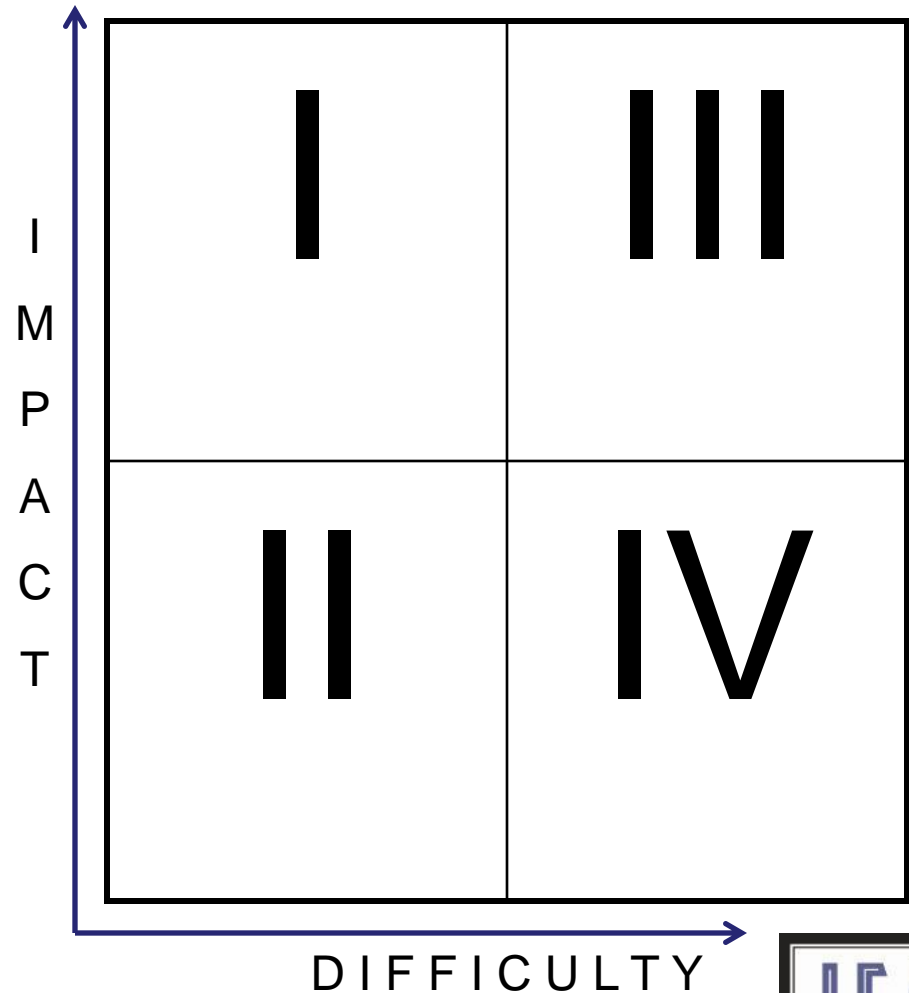
LEAN TOOL

- Identification of Future Lean Event

De-selection Process

Wendy Mihm-Herold

- Identifies
 - Impact to customer
 - Difficulty implementing
- Helps to rate/rank solutions to resolve issues while identifying ease of implementation



Key Elements for Unified WIOA Plan

Todd Spencer

Key Element	Task Ranking	Task
SERVICE DELIVERY	#1 (30 points)	
SERVICE DELIVERY	Quadrant III 9 points	Integrate core services in One Stops
SERVICE DELIVERY	Sweet Spot 7 points	Emphasis on training to meet the middle skill shortage. "Learn to Earn"
SERVICE DELIVERY	Sweet Spot 5 points	*Services that are delivered are not duplicated across agencies, and there is communication across agencies.
SERVICE DELIVERY	Sweet Spot 2 points	Strong written MOU's, with appropriate oversight.
SERVICE DELIVERY	Sweet Spot 2 points	Cross training staff
SERVICE DELIVERY	Sweet Spot 2 points	Program Directory for staff
SERVICE DELIVERY	Sweet Spot 2 points	High School Equivalency (HSE) and Career Pathway (dual enrollment)
SERVICE DELIVERY	Sweet Spot 1 points	Provide Adult Educational Literacy (AEL) in Sheltered settings
SERVICE DELIVERY	Sweet Spot	Staff have standardized training based on customer service and program
SERVICE DELIVERY	Sweet Spot	Make sure clients have appropriate services available which are accessible to them
SERVICE DELIVERY	Sweet Spot	Hybrid workshops
SERVICE DELIVERY	Just Do It	Continue to work with customer/individual when unmotivated



Draft Framework for Iowa Programs

Norene Mostkoff

- Current State – Where are we now



LEAN

State of Iowa
Continuous Improvement

WIOA to Current State

Jeff Chamberlin

- Matrix of WIOA Requirements vs Current State
- Matrix of Current Performance Measures by Agency



Next Steps

Wendy Mihm-Herold

Action Steps	Person Responsible	Due Date
Review and provide feedback for: 1. Performance measures matrix	Todd	3/13/2015
Review and provide feedback for: 1. WIOA vs Current State matrix	Alex	3/13/2015
Sub -team to develop presentation and handoff materials for presentation and work teams -- include recommendations on developing a vision/guiding principles	Wendy/ Lee Ann/Angie	
Presentation to Steering Committee	Wendy/Angie/ Lee Ann	3/25/2015
Presentation to Working Groups: -identify meeting date		2/6/2015
Present to Working Group - Data & Performance	Todd/Jeff/Alex	TBD
Present to Working Group - Financial (point of contact - Alex)	Todd/Alex	TBD
Present to Working Group - Unified State Plan and Policy Development	Lee Ann/Jeff/Todd	TBD
Present to Working Group - Career Pathway & Independent Living	Angie/Wendy/Alex	TBD
Request how the VSM group can be provided updates	Marcia	3/13/2015
Schedule follow-up on update from this event (6-9 months)	Jeff	12/13/2015

Team Member Experience

Wendy Mihm-Herold

Norene Mostkoff

Todd Spencer

Comments

Marcia Tope
Dept. of Management

Jeff Terrell
Dept. of Human Services

**We welcome your
questions and comments!**

